



Request for Proposals for Vision Care Benefits

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Human Resources Department
Employee Benefits and Services Division
157 West Fifth Street, 1st Floor
San Bernardino, CA 92415-0440**

RFP HRD 09-001

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SECTION I INTRODUCTION

A. Purpose

The County of San Bernardino, hereafter referred to as the "County," is seeking proposals from interested and qualified organizations and firms to provide vision care benefits to its employees. This Request for Proposal (RFP) is being released to identify and establish a contract with a single firm to provide vision care benefits on a self-insured or fully-insured basis. A description of the current benefits is in Exhibit 2A with proposed copays in Exhibits 3A through 3D.

B. Period of Contract

The term of any contract awarded as a result of this Request for Proposal will be for three (3) years with the option of one two (2)-year extension. The contract will begin on July 18, 2009 and will end three (3) years thereafter, unless terminated earlier as provided in Section VII, Contract Requirements, of this RFP. Rates will be renewed annually.

1. The County, solely within its discretion, reserves the right to negotiate an extension of the contract for two (2) additional years.
2. The County is hereby given authority to negotiate an extension of this contract as stated above in Paragraph B.1, exercise cancellation, and approve all changes to the scope of this contract as it is deemed necessary to provide adequate benefits and service.

C. Minimum Proposer Requirements

All Proposers must:

1. Be affiliated with a legal business authorized to do business in the State of California. All required permits and licenses must be in full force at the time of selection.
2. Have specific expertise in either providing administrative services only for vision benefits or expertise in providing fully-insured vision benefits to large employer groups (in excess of 10,000 lives).
3. Be able to provide a reimbursement schedule for non-network providers (Exhibit 2B) that shall not be less than the amounts shown in Exhibit 2A, Current Plans of Benefits, of this RFP, as well as the proposed copays in Exhibits 3A through 3D.

4. Be able to meet the Scope of Services requirements outlined in Section IV, Scope of Work, of this RFP.
5. Have no record of unsatisfactory performance.
6. Meet other presentation and participation requirements listed in this RFP.
7. Agree to comply with all of the County's contractual terms and conditions as shown in Section VII, Contract Requirements, of this RFP.
8. Complete the email reply form (Exhibit 8) and return it by October 29, 2008.

D. Correspondence

All written correspondence and other communications, **including proposals**, are to be submitted to:

Rhett Rehage
Employee Benefits and Services
Human Resources Department
County of San Bernardino
ATTN: RFP for Vision Care Benefits
RFP HRD 09-001
157 West Fifth Street, First Floor
San Bernardino, CA 92415-0440
E-mail: rehage@hr.sbcounty.gov

- E. Admonition to Proposers.** During the proposal and evaluation process, the individual identified above is the sole contact point for any inquiries or information relating to this RFP. Only if authorized by the County's contact, may other County staff provide information. Any violation of this procedure may be grounds for disqualification of the Proposer. It is the responsibility of the Proposer to ensure that the RFP responses arrive in a timely manner.
- F. Questions.** Questions regarding the contents of this proposal must be submitted in writing, via email, on or before **4:00 p.m. (Pacific Daylight Time) on October 14, 2008**, and directed to the individual listed above as well as the County's consultant, Kevin Rowe (kevinr@rael-letson.com). If a question is answered, the answers will be posted to the County website at: <http://sbcounty.gov/rfp/rfpplst.htm> by 5:00 p.m. on October 23, 2008 (tentative date).

G. Proposal Submission Deadline

All proposals must be received at the address listed below no later than **4:00 p.m. (Pacific Standard Time) on November 3, 2008**. Facsimile transmitted proposals will not be accepted since they do not contain original signatures. Postmarks will not be accepted in lieu of actual receipt. Late or incomplete proposals shall not be opened or considered.

One (1) original and two (2) copies of the proposal, including a copy in Word version 6.0 or higher and Excel on CD, must be received by:	Two (2) copies, including a copy in Word version 6.0 or higher and Excel on CD, must be received by:
Rhett Rehage Human Resources Department County of San Bernardino CONFIDENTIAL – RFP for Vision Care Benefits, RFP HRD 09-002 157 West Fifth Street, First Floor San Bernardino, CA 92415-0440	Kevin Rowe Rael & Letson 35 North Lake Avenue, Suite 810 Pasadena, CA 91101
A copy should also be emailed to: Rrehage@hr.sbcounty.gov	A copy should also be emailed to: Kevinr@rael-letson.com and Lindap@rael-letson.com .

SECTION II PROPOSAL TIMELINE

- | | | |
|-----------|---|---|
| A. | Release of RFP for Vision Care Benefits | Tuesday, September 23, 2008 |
| B. | Deadline for submission of questions via e-mail | Tuesday, October 14, 2008 |
| C. | Date for posting responses to questions (tentative) | Thursday, October 23, 2008 |
| D. | Deadline for e-mail reply form (Exhibit 8) | Wednesday, October 29, 2008 |
| E. | Deadline for Proposals | Monday, November 3, 2008
4:00 P. M. (PST), |
| F. | Interview dates (tentative) | January 26-29, 2009 |
| G. | Approval by the Board of Supervisors (tentative) | March 31, 2009 |
| H. | Start dates for contracts | July 18, 2009 |

The above dates are subject to change as deemed necessary by the County. **Please note that Proposers are expected to have the appropriate staff available for finalist presentations (Interview date) as indicated above.**

SECTION III PROPOSAL CONDITIONS

- A. Contingencies.** This RFP does not commit the County to award a contract. The County reserves the right to accept or reject any or all proposals or any part(s) of any or all proposals if the County determines it is in the best interest of the County to do so. The County will notify all Proposers, in writing, if the County rejects all proposals.
- B. Modifications to the RFP.** The County reserves the right to issue addenda or amendments to this RFP. Any modifications to this RFP will be posted on the County website and emailed to responding carriers. The County also reserves the right to terminate this proposal process at any time.
- C. Acceptance or Rejection of Proposals.** Proposals shall remain open, valid and subject to acceptance up to one hundred eighty days (180) from the date the proposal is opened and recorded.

The County realizes that conditions other than price are important and will award contract(s) based on the proposal that best meets the needs of the County.

- D. Proposal Submission.** To be considered, all proposals must be submitted in the manner set forth in this RFP. **It is the Proposers' responsibility to ensure that their proposals arrive on or before the specified deadline for submissions.** All proposals and materials submitted become the property of the County.
- E. Inaccuracies or Misrepresentations.** If in the course of the RFP process or in the administration of a resulting contract, the County determines that the Proposer has made a material misstatement or misrepresentation or that materially inaccurate information has been provided to the County, the Proposer may be terminated from the RFP process or in the event a contract has been awarded, the contract may be immediately terminated.
- In the event of a termination under this provision, the County is entitled to pursue any available legal remedies.
- F. Incurred Costs.** This RFP does not commit the County to any costs incurred in the preparation of a proposal in response to this request and Proposer agrees that all costs incurred in developing its proposal are the Proposer's responsibility.

- G. Proposal Confidentiality.** Proposers should be aware that proposal responses are subject to the California Public Records Act (Government Code section 6250 e. seq.). If any Proposer's proposal contains trade secrets or other information which is proprietary by law, the Proposer must notify the County of its request to keep that information confidential.

The request to keep proprietary information confidential must be made in writing and attached to the envelope or other medium used to submit the proposal. The confidential or proprietary information shall be readily separable from the response in order to facilitate eventual public inspection of the non-confidential portion of the response.

If necessary, the County will review the request and notify the Proposers in writing of its decision as to whether confidentiality can be maintained under law. If confidentiality cannot be maintained, the Proposer has the option of withdrawing the proposal or advising the County of its understanding that this information will become public record. The price of products offered or the cost of services proposed shall not be designated as proprietary or confidential information.

In the event a public records request is made for information designated by the Proposer as confidential or proprietary and if the County has made a determination as to the confidential or proprietary nature of the information, the County will notify the Proposer of the request. The Proposer will have an opportunity to seek a determination from the appropriate court as to the disclosure or non-disclosure of the information.

- H. Negotiations.** The County may require the Proposer(s) selected to participate in negotiations and to submit revisions to pricing, technical information, and/or other items from their proposal(s) as may result from negotiations.
- I. Level of Service.** For any Contract awarded as a result of the RFP, no minimum or maximum number of transactions can be guaranteed by the County.
- J. Final Authority.** The final authority to award contracts as a result of this RFP rests solely with the County of San Bernardino Board of Supervisors.

- K. Disclosure of Criminal and Civil Proceedings.** The County reserves the right to request the information described herein from the vendor selected for contract award. Failure to provide the information may result in a disqualification from the selection process and no award of contract to the vendor. The County also reserves the right to obtain the requested information by way of a background check performed by an investigative firm. The selected vendor also may be requested to provide information to clarify initial responses. Negative information provided or discovered may result in disqualification from the selection process and no award of contract.

The selected vendor may be asked to disclose whether the firm, or any of its partners, principals, members, associates or key employees (as that term is defined herein), within the last ten years, has been indicted on or had charges brought against it or them (if still pending) or convicted of any crime or offense arising directly or indirectly from the conduct of the firm's business, or whether the firm, or any of its partners, principals, members, associates or key employees, has within the last ten years, been indicted on or had charges brought against it or them (if still pending) or convicted of any crime or offense involving financial misconduct or fraud. If the response is affirmative, the vendor will be asked to describe any such indictments or charges (and the status thereof), convictions and the surrounding circumstances in detail.

In addition, the selected vendor may be asked to disclose whether the firm, or any of its partners, principals, members, associates or key employees, within the last ten years, has been the subject of legal proceedings as defined herein arising directly from the provision of services by the firm or those individuals. "Legal proceedings" means any civil actions filed in a court of competent jurisdiction, or any matters filed by an administrative or regulatory body with jurisdiction over the firm or the individuals. If the response is affirmative, the vendor will be asked to describe any such legal proceedings (and the status and disposition thereof) and the surrounding circumstances in detail.

For purposes of this provision "key employees" includes any individuals providing direct service to the County. "Key employees" do not include clerical personnel providing service at the firm's offices or locations.

SECTION IV SCOPE OF WORK

A. Definitions

1. **ASO.** An organization that can provide Administrative Services Only services for vision plans.
2. **The Board.** The Board of Supervisors of the County of San Bernardino is the policy making body of the County and is responsible for the review and approval of all service agreements and/or contracts with the County.
3. **Contractor.** The Proposer selected by the County to provide vision care benefits as a result of this Request for Proposal.
4. **County.** The County of San Bernardino is a local governmental agency in Southern California with more than 20,000 square miles. Los Angeles County borders the County on its west end, Riverside County borders the County on its south end, Nevada and Arizona border the County on its east end, and Nevada borders the County on its north end. The County is the largest county geographically in the United States. It has a population of approximately 2 million residents, an annual budget of approximately three billion dollars, and has approximately 20,000 employees on payroll with nearly 18,500 provided benefits.
5. **Employee Benefits and Services Division (EBSD).** A division of the County's Human Resources Department responsible for the design, implementation, and on-going administration of the County's various employee benefit plans and programs.
6. **Employee Benefits Advisory Committee (EBAC).** A labor/management committee charged with the responsibility to review and recommend new and/or changes to current employee benefit plans and programs. The Committee was established in 1995 by an agreement between labor and management for the purpose of improving their negotiations for employee benefit plans and programs.
7. **Human Resources (HR) Department.** The County's HR Department is comprised of various divisions and sections that provide a wide array of personnel and employee services to County departments and agencies and includes Employee Benefits and Services Division. The Director of Human Resources reports directly to the Assistant County Administrative Officer.

8. **Proposer.** Any private for-profit organization, private non-profit organization, corporation, individual, or other public and private agencies and institution(s) submitting a proposal in response to the Request for Proposal for Vision Care Benefits, RFP HRD 09-001
9. **TPA.** Third Party Administrator(s) for the County's self-funded employee benefit plans.
10. **Vision Care Provider.** Same as "Proposer."

B. Background of County Employee Benefit Plans and Programs

The County provides an array of comprehensive benefit plans and programs to approximately 18,500 employees plus their eligible dependents. The majority of the County's benefit plans and programs are outsourced to various health and welfare plan providers. EyeMed is currently the vendor for the County's three fully-insured vision plans. Vision care plans are provided to the County for General employees, the Safety Management Unit and Exempt Group employees.

Employees eligible for vision coverage, as well as dependent eligibility, and claims history is provided in Exhibit 4.

An outline of the County's benefits, by Employee unit, are included in Exhibit 2A. The County is also interested in voluntary, 100% employee-paid coverage for dependents. Eligibility rules are provided in Exhibit 1. Copies of the current benefit booklets follow Exhibit 1.

The County is committed to providing its employees with comprehensive, high quality, and cost-effective employee benefit plans and programs that provide optimum value to both the County and its employees. Hence, the County solicits proposals every three (3) years for its benefit programs to insure this commitment is met.

The County is committed to stabilizing and controlling plan costs in its health and welfare benefits program while obtaining optimal value (best price, quality of care and quality service) for plan participants. The County expects providers to help stabilize and control plan costs while maintaining future cost increases in this manner.

C. Values and Expectations for Employee Benefit Plans and Programs

The County of San Bernardino is committed to providing its employees with comprehensive, high quality, cost effective vision care. The County seeks to establish long-term partnerships with providers to help achieve these goals, including the mutual development of performance standards and guarantees that

support key objectives tied to these goals. Some of the County's key objectives include:

Long Term Cost Containment Strategies

The County is committed to stabilizing and controlling plan costs in its vision benefit program while obtaining optimal value for Plan participants over the long term. This focus in part results in the requirement that providers assure delivery of appropriate levels of cost effective care with a strong emphasis on delivering high levels of preventive care. The County expects providers to help stabilize and control plan costs while minimizing future cost increases in this manner.

Long Term Health Promotion and Disease Prevention Strategies

Part of the County's commitment to controlling costs is through the identification of high-risk populations, subsequent early risk reduction and disease prevention. This includes efforts to increase employee involvement in preventive self-care and increasing employee awareness of the benefits of being wise and cost conscious vision care consumers. The County expects providers to collaborate in developing appropriate vision health promotion and disease prevention strategies and in allocating financial and/or in-kind resources in support of these efforts.

Information and Reporting Systems

Collection, reporting and analysis of data are critical in measuring and comparing provider performance relative to the County's goals. The County believes a key part of this process requires that providers regularly examine and improve their systems to help assure that care is being delivered in the most efficient and cost effective manner. The County expects providers to deliver necessary data that help in tracking and evaluating the effectiveness of its program.

Collaborative Labor and Management Effort

The County has a history of collaborative efforts between labor and management. Many of the County's goals and benefit improvements are the result of this cooperative approach. The process of evaluating responses to the RFP with labor representatives is a reflection of the County's efforts to work together to resolve issues that are common to the County and its employees. The County also considers providers to be active partners in this process and therefore the County expects providers to participate in collaborative efforts to achieve its goals in this manner.

Responsiveness to Needs

The County has developed a comprehensive benefits communication strategy that helps employees understand and make the best use of their benefits while encouraging the practice of healthy lifestyles and self-responsibility. The use of coordinated year-round communication, including employee satisfaction surveys and focus groups, is part of this effort. The County expects providers to

participate in and support the development of these efforts while being responsive to the needs which have been identified.

The County's vision, as briefly summarized above, is provided as a framework to assist respondents to this RFP in understanding the County's Wellness and Cost Containment Strategy (WCCS) direction and in preparing responses to the RFP accordingly.

D. Scope of Services

The successful Vision Care Provider will be expected to provide, as a minimum, the following services. A description of the current services is available on the County's web site (www.sbcounty.gov/hr). Proposers are asked to specify their ability to provide the following services. If Proposer can not provide any of the following services, the Proposer must so indicate in their response to this RFP.

1. Implement, maintain, and expand, as necessary, a network of ophthalmologists, optometrists and other vision care providers sufficient to provide the benefits outlined in this RFP to the County's eligible employees.
2. Accept via electronic file transfer (FTP) a benefit enrollment file which adheres to the ASC X12N 834 file specifications which has been PGP encrypted.
3. Make prompt payment for claims for vision care benefits.
4. Provide at a minimum monthly invoices to the County and a claims report showing the amount of claims paid by employee, spouse and dependents (if spouse and dependent coverage is provided).
5. Provide assistance, technically and creatively, in the on-going development and preparation of various employee communications material.
6. Provide monthly, quarterly and annual utilization reports broken down by plan of benefits, members, spouses and dependents, and type of service.
7. Assist in the design, implementation and administration of modifications to the vision care benefits.
8. Adhere to a set of agreed upon performance standards.
9. Maintain full and accurate records with respect to all matters and services provided to the County.

10. Provide full and accurate electronic records of County vision claims paid to any succeeding Contractor in the manner and format necessary to continue employee vision coverage.
11. Provide claims processing for claims incurred during the contract, including claims submitted after the termination date of the contract. Such continuance must continue for a minimum of twelve (12) months after the termination of the contract with the County.
12. Provide a final contract to the County by March 1 of each year, subject to any changes to be implemented by the County.
13. Periodically provide reasonable access to a County-appointed auditor(s) to perform audits to determine accuracy of claims payments and appropriate grievance administration. Make the County whole financially for errors identified and, in the event errors are discovered that exceed industry standards, pay for the cost of such audit.
14. Establish an account management and servicing relationship with the County that emphasizes proactive regular contact and timely responses to administrative issues and a commitment to innovative approaches to implementing the County's Wellness and Cost Containment Strategy (WCCS).

SECTION V PROPOSAL SUBMISSION

A. General

1. All interested and qualified Proposers are invited to submit a proposal for consideration. Submission of a proposal indicates that the Proposer has read and understands this entire RFP, including all appendices, exhibits, attachments, and addendum (as applicable) and all concerns regarding this RFP have been satisfied.
2. Proposals must be submitted in the format described in Subsection C, Proposal Format, of this Section. Proposals are to be prepared in such a way as to provide a straightforward, concise description of capabilities to satisfy the requirements of this RFP. Expensive bindings, colored displays, promotional materials, etc. are not necessary or desired. Emphasis should be concentrated on conformance to the RFP instructions, responsiveness to the RFP requirements, and on completeness and clarity of content.
3. Proposals must be complete in all respects. A proposal may not be considered if it is conditional or incomplete.
4. All proposals and materials submitted become the property of the County. All proposals received are subject to the California Public Records Act.

If any Proposer, in his/her response, has trade secrets or other information which is proprietary by law, that Proposer must notify the County of its request to keep said information confidential. This request must be made in writing and attached to the envelope containing the proposal response. The proprietary or confidential data shall be readily separable from the response in order to facilitate eventual public inspection of the non-confidential portion of the response. The County will review this request and notify the Proposer in writing of its decision as to whether confidentiality can be maintained under law, in the event a public records request is made for the Proposer's response.

5. Proposals must be received no later than the date and time at the designated location as specified in Section I, Introduction, Subsection G, Proposal Submission Deadline.

B. Proposal Presentation

1. Please submit your proposal electronically on diskette using Word version 6.0 or higher. Also submit one (1) original and two (2) complete, unbound, hard copy sets of your proposal including all attachments and exhibits. The package containing the original, the diskette, and all copies must be sealed and marked with the Proposer's name and "CONFIDENTIAL – RFP for Vision Care Benefits, RFP HRD 09-001." Send the package to:

Rhett Rehage
Human Resources Department
County of San Bernardino
157 West Fifth Street, First Floor
San Bernardino, CA 92415-0440

Also, send an additional two (2) complete, unbound, hard copy sets of your proposal including all attachments and exhibits as well as a diskette containing your proposal in Word version 6.0 or higher to:

Kevin Rowe
Rael & Letson
35 North Lake Avenue, Suite 810
Pasadena, CA 91101

2. All proposals should be submitted on 8-1/2" by 11" recycled paper unless specifically shown to be impracticable, with no less than 1/2" top, bottom, left and right margins. Typeface must be no more than 12 characters per inch and no less than 11 characters per inch. Each page, including attachments and exhibits, must be clearly and consecutively numbered at the bottom center of the page.

C. Proposal Format

Response to this Request for Proposal (RFP) must be in the form of a proposal package, which must be submitted in the following format:

1. Cover Page. Submit RFP coversheet and a letter, on letterhead stationery, signed by a duly authorized officer, employee, or agent of the organization/firm submitting the proposal that must include the following information:
 - a. A statement that the proposal is submitted in response to the Request for Proposal for Vision Care Benefits, RFP HRD 09-001.

- b. A statement indicating which individuals, by name, title, address, and phone number, are authorized to negotiate with the County on behalf of the organization/firm.
 - c. A statement certifying that the undersigned, under penalty of perjury, is an agent authorized to submit proposals on behalf of the organization/firm.
- 2. Statement of Certification. Include the following in this section of the proposal:
 - a. A concise statement of the services proposed.
 - b. A statement that the offer made in the proposal is firm and binding for one hundred eighty (180) days from the date the proposal is opened and recorded.
 - c. A statement that all aspects of the proposal, including cost, have been determined independently, without consultation with any other prospective Proposer or competitor for the purpose of restricting competition.
 - d. A statement that all declarations in the proposal and attachments are true and that this shall constitute a warranty, the falsity of which shall entitle the County to pursue any remedy by law.
 - e. A statement that the Proposer agrees that all aspects of the RFP and the proposal submitted shall be binding if the proposal is selected and a contract awarded.
 - f. A statement that the Proposer, if selected, will comply with all applicable contract requirements, rules, laws and regulations.
 - g. A statement that the Proposer agrees to respond to any reasonable inquiry made by the County for the purpose of clarifying any of the information contained in a Proposer's proposal. The submission of a proposal constitutes permission by the Proposer for the County to verify all information contained therein. If the County deems it necessary, additional information may be requested from the Proposer. Failure to comply with any such request may disqualify a Proposer from further consideration. Such additional information may include evidence of financial ability to perform.

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- d. Agreement to the performance standards and penalties listed in Exhibit 6.
 - e. Complete accessibility study as outlined in Exhibit 5, Accessibility to Services Study. The census to be used for the accessibility study is also provided in the attached file (see Exhibit 7 for the format of the data).
 - f. A proposed Transition Schedule to be used in implementing services during the take-over of existing services if necessary.
 - g. Explanation of any assumptions and/or constraints.
 - h. A final draft of your contract. The contract must contain all of your proposed language. Some language may be finalized after the contract is awarded (e.g. benefits).
5. Cost. Include in this section the proposed costs for your firm's vision care services. Proposed costs should be based on: (1) the eligibility rules shown in Exhibit 1, (2) the proposed benefits in Exhibit 2A, (3) the proposed amounts payable for non-network benefits in Exhibit 2B, (4) the proposed copays shown in Exhibits 3A through 3D, and (5) be without commissions. Costs should be broken down into ASO fees and estimated claims costs for the self-insured vision benefits and premium rates for the fully-insured vision benefits. Costs should be shown on a daily, bi-weekly and monthly basis. Proposer shall indicate if the proposed costs shall remain the same for years two and three. Proposer shall also propose costs for voluntary, 100% employee paid dependent benefits for General Unit and other SBPEA plans of benefits beginning in July 2009. Please use the format shown in Exhibits 3A through 3D, Proposed Fees and Premium Rates, for your cost proposal(s).

SECTION VI PROPOSAL EVALUATION AND SELECTION

A. Evaluation Process

All proposals will be subject to a standard review process developed by the County. A primary consideration shall be the effectiveness of the Proposer to deliver the vision care services described in this RFP.

The Employee Benefits Advisory Committee (EBAC), comprised of labor representatives, employees and County management representatives, will review the proposals and interview, at a minimum, the top three Proposers. EBAC will recommend the proposal that best meets County employees' needs. The Human Resources Director will make the final decision as to which proposal will be recommended to the Board of Supervisors for contractual consideration and approval.

B. Evaluation Criteria

1. Initial Review. All proposals will be initially evaluated to determine if they meet all of the requirements as stated in this RFP, including the Minimum Proposer Requirements as outlined in Section I, Introduction, Subsection C.

Failure to meet all of these requirements may result in a rejected proposal. No proposal shall be rejected, however, if it contains a minor irregularity, defect or variation if the irregularity, defect or variation is considered by the County to be immaterial or inconsequential. In such cases the Proposer will be notified of the deficiency in the proposal and given an opportunity to correct the irregularity, defect or variation or the County may elect to waive the deficiency and accept the proposal.

2. Financial Review. All financial data submitted as part of the Proposal will be reviewed by the County's Auditor/Controller for financial stability. This determination will be on a pass/fail basis.
3. Technical Review. Proposals meeting the above requirements, not in order of importance, will be evaluated on the basis of the following criteria:
 - a. Qualifications and experience in providing vision care benefits to similar employer groups.

- b. Ability to provide comprehensive vision care benefits (including, but not limited to, providing sufficient personnel and provider network to meet the County's current and future needs).
 - c. Procedures and systems for record keeping and other aspects of the firm's business operations.
 - d. Performance standards and guarantees regarding services to be offered.
 - e. The range and quality of services offered.
 - f. Cost of services provided, including monthly fees and premium rates and/or rate guarantees for year two and year three if awarded a contract with a renewal option with the County.
4. Interview. Proposers selected as finalists based on the technical review of their proposal must attend an interview during which time they will be asked questions that will further clarify their ability to meet the County's vision care benefit needs.
5. Final Selection. Final selection will be based on determining which proposal will best meet the needs of the County as described in this RFP.

C. Contract Award

- 1. Contract will be awarded based on a competitive selection of proposals received.
- 2. The contents of the proposal of the successful Proposer will become contractual obligation and failure to accept these obligations in a contract may result in cancellation of the award.

D. Protests

Proposers may appeal the recommended award, provided the appeal is in writing, contains the RFP number, and is submitted within ten (10) calendar days of the date that the Board of Supervisors authorizes or approves a contract for vision care services, if any. Protests from other individuals or firms will not be acceptable.

All protests must be submitted to:

Andrew L. Lamberto, Director
County of San Bernardino
Human Resources Department
157 West Fifth Street, First Floor
San Bernardino, CA 92415-0440

Grounds for a protest is that the County failed to follow the selection procedures and adhere to requirements specified in the RFP or any addenda or amendments; there has been a violation of conflict of interest as provided by California Government Code Section 87100 et seq.; or violation of state or federal law. Protests will not be accepted on any other grounds. In event of a protest, a panel designated by the Director of Human Resources will handle all protests.

The County will consider only those specific issues addressed in the written appeal. A written response will be directed to the appealing Proposer within sixty (60) calendar days of receipt of the protest, unless more time is required to investigate and prepare the response, advising of the decision with regard to the protest and the basis for the decision.

SECTION VII

CONTRACT REQUIREMENTS

- A. General.** The firm(s) selected may be required to agree to the terms contained below. If Proposers have any objections, these objections must be addressed in the RFP response to the County or the objections will be deemed to have been waived.
1. **Representation of the County.** In the performance of the Contract, Contractor, its agents and employees, shall act in an independent capacity and not as officers, employees, or agents of the County.
 2. **Contractor Primary Contact.** The Contractor will designate an individual to serve as the primary point of contact for the Contract. Contractor shall notify County when the primary contact will be unavailable/out of the office for three (3) or more workdays. Contractor or designee must respond to County inquiries within two (2) County business days.
 3. **Change of Address.** Contractor shall notify the County in writing of any change in mailing address within ten (10) days of the address change.
 4. **Contract Assignability.** Without the prior written consent of the County, the Contract is not assignable by Contractor either in whole or in part.
 5. **Subcontracting.** Contractor agrees not to enter into any subcontracting agreements for work contemplated under the Contract without first obtaining written approval from the County. Any subcontractor shall be subject to the same provisions as Contractor. Contractor shall be fully responsible for the performance of any subcontractor.
 6. **Copyright.** County shall have a royalty-free, non-exclusive and irrevocable license to publish, disclose, copy, translate, and otherwise use, copyright or patent, now and hereafter, all reports, studies, information, data, statistics, forms, designs, plans, procedures, systems, and any other materials or properties developed under this Contract including those covered by copyright, and reserves the right to authorize others to use or reproduce such material. All such materials developed under the terms of this Contract shall acknowledge County as the funding agency and Contractor as the creator of the publication. No such materials

or properties produced in whole or in part under this Contract shall be subject to private use, copyright or patent right by Contractor in the United States or in any other country without the express written consent of County. Copies of all educational and training materials, curricula, audio/visual aids, printed material, and periodicals, assembled pursuant to this Contract, must be filed with County prior to publication. Contractor shall receive written permission from County prior to publication of said training materials.

7. **Attorney Fees and Costs.** Contractor agrees to bear its own attorneys' fees and costs regardless of who prevails in the event of a contractual dispute and not charge such fees as an expense under this Contract.
8. **Conflict of Interest.** Contractor shall make all reasonable efforts to ensure that no conflict of interest exists between its officers, employees, or subcontractors and the County. Contractor shall make a reasonable effort to prevent employees, consultants, or members of governing bodies from using their positions for purposes that are, or give the appearance of being motivated by a desire for private gain for themselves or others such as those with whom they have family, business, or other ties.

Officers, employees, and agents of the County are subject to applicable conflict of interest codes and State law, including but not limited to Government Code Section 87100 et seq. In the event that County determines that a conflict of interest situation exists, the County may disallow any increase in costs associated with the conflict of interest and such conflict may constitute grounds for termination of the Agreement.

This provision shall not be construed to prohibit employment of persons with whom Contractor's officers, employees, or agents have family, business, or other ties so long as the employment of such persons does not result in increased costs over those associated with the employment of any other equally qualified applicant.

9. **Confidentiality.** Contractor acknowledges that all information made available by the County about its employees is confidential. Contractor agrees that it will not distribute, disclose or release to any third party any such information except as may be necessary to the performance of services hereunder either during or at any time after the term of the Contract, except upon the prior written approval of the County.
10. **Records.** Contractor shall maintain all records and management books pertaining to accountability for Contract performance. Records should include, but are not limited to, fiscal records and shall be kept in accordance with generally accepted accounting principles.

All records shall be complete, current and comply with all Contract requirements. Failure to maintain acceptable records per the preceding requirements shall be considered grounds for withholding of payments for billings submitted and for termination of the Contract.

11. **Licenses and Permits.** Contractor will ensure that it has all necessary licenses and permits required by the laws of the United States, State of California, County and all other appropriate governmental agencies, and agrees to maintain these licenses and permits in effect for the duration of this Contract. Contractor will notify County immediately of loss or suspension of any such licenses and permits. Failure to maintain a required license or permit may result in immediate termination of this Contract.
12. **Recycled Product Procurement Policy.** Contractor agrees to comply with the County's Recycled Product Procurement Policy No. 11-17, which states, "It is County policy to promote the development of markets for recycled and recyclable products by establishing preferential purchase programs applicable to San Bernardino County departments, consultants, contractors, and other entities or organizations doing business with the County."
13. **Americans with Disabilities Act.** Contractor shall comply with all applicable provisions of the Americans with Disabilities Act (ADA).
14. **Notification.** In the event of a problem or potential problem that will impact the quality or quantity of work or the level of performance under this Contract, notification will be made within one (1) working day, in writing and by telephone to the County.
15. **Contract Amendments.** Contractor agrees any amendments, alterations, variations, modifications, or waivers of provisions of the Contract shall be valid only when they have been reduced to writing, duly signed and attached to the original of the Contract and approved by the County Board of Supervisors or designee.
16. **Venue.** The venue of any action or claim brought by any party to enforce the provisions of this Contract shall be San Bernardino County. Each party hereby waives any law or rules of the court which would allow them to request or demand a change of venue. If any action or claim concerning this Contract is brought by any third party and filed in another venue, the parties hereto agree to use their best efforts to obtain a change of venue to San Bernardino County.

17. **Key Personnel.** Contractor must provide a list of and the resumes of the individuals who will provide services to the County. These individuals will be designated "key personnel" and may not be removed from County transactions or projects without the written approval of the County. An individual who will be the main contact person must also be identified. If the main contact person will be unavailable to the County for more than three (3) days, another person must be designated as a contact for the County for that period. Key personnel must respond to the County within two (2) County business days.
18. **Former County Officials.** Contractor agrees to provide or has already provided information on former County of San Bernardino administrative officials (as defined below) who are employed by or represent Contractor. The information provided includes a list of former County administrative officials who terminated County employment within the last five (5) years and who are now officers, principals, partners, associates or members of the business. The information also includes the employment with or representation of Contractor. For purposes of this provision, "County administrative official" is defined as a member of the Board of Supervisors or such officer's staff, County Administrative Officer or member of such officer's staff, County department or group head, assistant department or group head, or any employee in the Exempt Group, Management Unit or Safety Management Unit.
19. **Invoices.** Contractor shall provide County itemized monthly invoices, in arrears, for services performed under this Contract within twenty (20) days of the end of the previous month.
20. **Delinquency of Payments.** Contractor agrees to a 60-day grace period before County payments are considered delinquent.
21. **Prepayment of Claims, Premiums or Fees.** Contractor agrees that no prepayment of claims, premiums or fees will be required at any time.
22. **Ownership of Documents.** All documents, data, products, graphics, computer programs, and reports prepared by Contractor pursuant to this Contract shall be considered property of the County upon payment for services. All such items shall be delivered to the County at the completion of work under the Contract. Unless otherwise directed by County, Contractor may retain copies of such items.

23. **Release of Information.** No news releases, advertisements, public announcements or photographs arising out of this Contract or Contractor's relationship with County may be made or used without prior written approval of the County.
24. **Right to Monitor and Audit.** The County shall have absolute right to review and audit all records, books, papers, documents, corporate minutes, and other pertinent items as requested, and shall have absolute right to monitor the performance of Contractor in the delivery of services provided under this Contract. Contractor shall give full cooperation in any auditing or monitoring conducted. Contractor shall cooperate with the County in the implementation, monitoring, and evaluation of this Contract and comply with any and all reporting requirements established by the County.

All records pertaining to services delivered and all fiscal, statistical, and management books and records shall be available for examination and audit by County representatives for a period of three (3) years after final payment under the Contract or until all pending County, state and federal audits are completed, whichever is later.

25. **Employment of County Employees.** Contractor shall not employ any person currently or otherwise working for the County on a permanent or significant basis.
26. **Local Preference.** The County of San Bernardino has adopted a preference for Proposers whose principal place of business is located within the boundaries of the County. A five percent (5%) preference may be applied prior to approval of any purchase or acquisition of services, equipment, goods or supplies.

For purposes of the application of the local preference policy (County Policy 11-12), "principal place of business" is defined as the Proposer's main office (or headquarters) or a major regional office. A "major regional office" is defined as a business location apart from the Proposer's main office (or headquarters) which:

- Has been issued a business license, if required, and has been established and open for a minimum of six months prior to the date that the approval authority authorizes the circulation of an RFP/RFQ/Quote for any agreement, agreement, or purchase order to which it responds; and
- Can demonstrate on-going business activity in the field of endeavor on which the Proposer is proposing, from that office during the preceding six months; and

- Has a minimum of twenty-five percent (25%) of the Proposer's full time management employees and twenty-five percent (25%) of its full time regular employees working from the San Bernardino County location(s).

The County's Local Preference Policy means for example, if two Proposers are responding to this RFP and if quality, service and ability to meet the County's needs are equal, County staff must determine if one of the Proposers is a local vendor. If one of the Proposers is a local Proposer, and its quoted price or cost for services, equipment, goods or supplies does not exceed five percent (5%) of the other Proposer's quoted price or cost, unless it is determined that an exemption applies, staff may recommend the local Proposer for the agreement award.

27. Electronic Funds Transfers. Contractor shall accept all payments from COUNTY via electronic funds transfer (EFT) directly deposited into the Contractor's designated checking or other bank account. Contractor shall promptly comply with directions and accurately complete forms provided by County required to process EFT payments.

- B. Improper Consideration.** Proposer shall not offer (either directly or through an intermediary) any improper consideration such as, but not limited to, cash, discounts, service, the provision of travel or entertainment, or any items of value to any officer, employee, group of employees or agent of the County in an attempt to secure favorable treatment or consideration regarding the award of this proposal.

Proposer shall immediately report any attempt by a County officer, employee, group of employees or agent to solicit (either directly or through an intermediary) improper consideration from Proposer. The report shall be made to the supervisor or manager charged with supervision of the employee or to the County Administrative Office.

The County, by written notice, may immediately reject any proposal or terminate any contract resulting from this proposal process if it determines that any improper consideration as described in the preceding paragraphs was offered to any officer, employee, group of employees or agent of the County with respect to the proposal and award process, or any solicitation for consideration was not reported. This prohibition shall also apply to any amendment, extension or evaluation process once a contract has been awarded.

In the event of a termination under this provision, the County is entitled to pursue any available legal remedies.

C. Inaccuracies or Misrepresentations. If, in the course of the RFP process or in the administration of a resulting contract, the County determines that Proposer has made a material misstatement or misrepresentation or that materially inaccurate information has been provided to the County, Proposer may be terminated from the RFP process or, in the event a contract has been awarded, the contract may be immediately terminated.

D. Indemnification and Insurance Requirements

1. **Indemnification.** The Contractor agrees to indemnify, defend (with counsel reasonably approved by County) and hold harmless the County and its authorized officers, employees, agents, and volunteers from any and all claims, actions, losses, damages, and/or liability arising out of this contract from any cause whatsoever, including the acts, errors or omissions of any person and for any costs or expenses incurred by the County on account of any claim except where such indemnification is prohibited by law. This indemnification provision shall apply regardless of the existence or degree of fault of indemnities. The Contractor's indemnification obligation applies to the County's "active" as well as "passive" negligence but does not apply to the County's "sole negligence" or "willful misconduct" within the meaning of the Civil Code Section 2782.
2. **Insurance Specifications.** The Contractor agrees to provide insurance set forth in accordance with the requirements herein. If the Contractor uses existing coverage to comply with these requirements and that coverage does not meet the specified requirements, the Contractor agrees to amend, supplement or endorse the existing coverage to do so. The type(s) of insurance required is determined by the scope of the contract services.

Without in any way affecting the indemnity herein provided and in addition thereto, the Contractor shall secure and maintain throughout the Contract the following types of insurance with limits as shown:

- a. **Worker's Compensation/Employers Liability** - A program of Worker's Compensation Insurance or a state-approved self-insurance program in an amount and form to meet all applicable requirements of the Labor Code of the State of California, including Employers' Liability with \$250,000 limits covering all persons including volunteers providing services on behalf of the Contractor and all risks to such persons under this Contract.

If Contractor has no employees, it may certify or warrant to the County that it does not currently have any employees or individuals who are defined as "employees" under the Labor Code and the

requirement for Workers' Compensation coverage will be waived by the County's Director of Risk Management.

With respect to Contractors that are non-profit corporations organized under California or Federal law, volunteers for such entities are required to be covered by Workers' Compensation insurance.

- b. Commercial/General Liability Insurance – The Contractor shall carry General Liability Insurance covering all operations performed by or on behalf of the Contractor providing coverage for bodily injury and property damage with a combined single limit of not less than one million dollars (\$1,000,000), per occurrence. The policy shall include:
 - (a) Premises operations and mobile equipment.
 - (b) Products and completed operations.
 - (c) Broad form property damage (including completed operations).
 - (d) Explosion, collapse and underground hazards.
 - (e) Personal injury
 - (f) Contractual liability.
 - (g) \$3,000,000 general aggregate limit.
- c. Automobile Liability Insurance – Primary insurance coverage shall be written on ISO Business Auto coverage form for all owned, hired and non-owned automobiles or symbol 1 (any auto). The policy shall have a combined single limit of not less than one million dollars (\$1,000,000) for bodily injury and property damage, per occurrence.

If the Contractor is transporting one or more non-employee passengers, in performance of contract services, the automobile liability policy shall have a combined single limit of two million dollars (\$2,000,000) for bodily injury and property damage per occurrence.

If the Contractor owns no autos, a non-owned auto endorsement to the General Liability policy described above is acceptable.
- d. Umbrella Liability Insurance – An umbrella (over primary) or excess policy may be used to comply with limits or other primary coverage requirements. When used, the umbrella policy shall apply to bodily injury/property damage, personal injury/advertising injury and shall include a “dropdown” provision providing primary coverage for any

liability not covered by the primary policy. The coverage shall also apply to automobile liability.

- e. Professional Liability - Professional liability insurance with limits of not less than one million dollars (\$1,000,000) per claim or occurrence and three million (\$3,000,000) aggregate limits, or
 - f. Errors and Omissions Liability Insurance - with limits of not less the one million dollars (\$1,000,000) and three million dollars (\$3,000,000) aggregate limits, or
 - g. Directors and Officers Insurance coverage with limits of not less than one million (\$1,000,000) shall be required for Contracts with charter labor committees or other not-for-profit organizations advising or acting on behalf of the County.
 - h. If insurance coverage is provided on a "claims made" policy, the "retroactive date" shall be shown and must be before the date of the start of the contract work. The claims made insurance shall be maintained or "tail" coverage provided for a minimum of five (5) years after contract completion.
3. **Additional Insured** – All policies, except for the Workers' Compensation, Errors and Omissions and Professional Liability policies, shall contain endorsements naming the County and its officers, employees, agents and volunteers as additional insureds with respect to liabilities arising out of the performance of services hereunder. The additional insured endorsements shall not limit the scope of coverage for the County to vicarious liability but shall allow coverage for the County to the full extent provided by the policy. Such additional insured coverage shall be at least as broad as Additional Insured (Form B) endorsement form ISO, CG 2010.11 85.
4. **Waiver of Subrogation Rights.** The Contractor shall require the carriers of required coverages to waive all rights of subrogation against the County, its officers, employees, agents, volunteers, contractors and subcontractors. All general or auto liability insurance coverage provided shall not prohibit the Contractor and Contractor's employees or agents from waiving the right of subrogation prior to a loss or claim. The Contractor hereby waives all rights of subrogation against the County.
5. **Policies Primary and Non-Contributory.** All policies required above are to be primary and non-contributory with any insurance or self-insurance programs carried or administered by the County.

6. **Severability of Interests.** The Contractor agrees to ensure that coverage provided to meet these requirements is applicable separately to each insured and there will be no cross liability exclusions that preclude coverage for suits between the Contractor and the County or between the County and any other insured or additional insured under the policy.
7. **Proof of Coverage.** The Contractor shall furnish Certificates of Insurance to the County Department administering the contract evidencing the insurance coverage, including endorsements, as required, prior to the commencement of performance of services hereunder, which certificates shall provide that such insurance shall not be terminated or expire without thirty (30) days written notice to the Department, and Contractor shall maintain such insurance from the time Contractor commences performance of services hereunder until the completion of such services. Within fifteen (15) days of the commencement of this contract, the Contractor shall furnish a copy of the Declaration page for all applicable policies and will provide complete certified copies of the policies and endorsements immediately upon request.
8. **Acceptability of Insurance Carrier** – Unless otherwise approved by Risk Management, insurance shall be written by insurers authorized to do business in the State of California and with a minimum “Best” Insurance Guide rating of “A-VII”.
9. **Deductibles and Self-Insured Retention** - Any and all deductibles or self-insured retentions in excess of \$10,000 shall be declared to and approved by Risk Management.
10. **Failure to Procure Coverage**— In the event that any policy of insurance required under this contract does not comply with the requirements, is not procured, or is canceled and not replaced, the County has the right but not the obligation or duty to cancel the contract or obtain insurance if it deems necessary and any premiums paid by the County will be promptly reimbursed by the Contractor or County payments to the Contractor will be reduced to pay for County purchased insurance.
11. **Insurance Review** – Insurance requirements are subject to periodic review by the County. The Director of Risk Management or designee is authorized, but not required, to reduce, waive or suspend any insurance requirements whenever Risk Management determines that any of the required insurance is not available, is unreasonably priced, or is not needed to protect the interests of the County. In addition, if the Department of Risk Management determines that heretofore unreasonably priced or unavailable types of insurance coverage or coverage limits become reasonably priced or available, the Director of Risk Management

or designee is authorized, but not required, to change the above insurance requirements to require additional types of insurance coverage or higher coverage limits, provided that any such change is reasonable in light of past claims against the County, inflation, or any other item reasonably related to the County's risk.

Any change requiring additional types of insurance coverage or higher coverage limits must be made by amendment to this contract. Contractor agrees to execute any such amendment within thirty (30) days of receipt.

Any failure, actual or alleged, on the part of the County to monitor or enforce compliance with any of the insurance and indemnification requirements will not be deemed as a waiver of any rights on the part of the County.

E. Contract Compliance

Contractor agrees to comply with the provisions of Executive Orders 11246, 11375, 11625, 12138, 12432, 12250, Title VII of the Civil Rights Act of 1964, the California Fair Employment and Housing Act, San Bernardino County Emerging Small Business Enterprise Policy 11-15, and any other applicable federal, state and county laws, regulations, and policies relating to equal employment and contracting opportunities, including laws and regulations hereafter enacted. Information on these rules and regulations may be obtained from the Small Business Development Manager of the County of San Bernardino at (909) 387-2165.

F. Gratuity

Contractor shall not offer or otherwise distribute any bonus, gratuity or other payment to subscribers or groups of subscribers for the purpose of inducing enrollment or to existing subscribers or groups of subscribers for the purpose of inducing the continuation of enrollment.

G. Exceptions to RFP

Complete Exceptions to RFP form (Exhibit 9) in which Vendor lists any exceptions to or deviations from the requirements of the RFP. Vendor must fully and clearly state and explain the basis for the exception. If there are not exceptions, a statement to that effect must be made. If the exceptions taken are contrary to County policy, at the sole discretion of County, the proposal may be rejected. Vendors failing to note exceptions in their proposals will waive their rights to assert these exceptions during negotiations. Failure to abide by this rule is cause for termination of negotiations. Vendors are obligated to review and fully understand

the General Agreement Terms as condition of proposing. Noted exceptions to the General Agreement Terms must be accompanied by Vendors recommendations.

H. Termination of Contract. The termination of any Contract(s) issued as a result of this RFP shall be subject to the provisions of the following:

1. The County may immediately terminate after notice of material breach is sent to the Contractor and the breach is not cured within fifteen (15) business days of receipt of such notice. For the purpose of the Contract, the term "material breach" shall be defined to mean the failure of Contractor to perform all of its obligations under the Contract.
2. The Contract may be terminated by the County without cause upon thirty (30) calendar days prior written notice to the other party. All fees and charges incurred prior to termination will become due and payable within thirty (30) working days of the County's receipt of an invoice.
3. The Director of Human Resources has full discretion and authority to exercise County termination rights under the Contract.

I. Final Approval

Any contract resulting from this RFP will be awarded by final approval of the San Bernardino County Board of Supervisors.

APPENDIX A QUESTIONNAIRE

This Questionnaire addresses the major aspects of the County's vision care benefits needs. Answer only the questions asked, and refrain from making references to other preprinted materials, marketing and sales types of information. Your responses must relate to the facts requested. Your responses must reflect your organization's current personnel and practices.

Please have each question answered by appropriate personnel. The accuracy and completeness of this information will be weighed heavily in the considerations of the evaluation of the responses.

If your answers differ for your ASO and fully-insured vision care benefits, you must respond in such a manner as to make clear which answer is for the ASO vision care benefits and which is for the fully-insured vision care benefits.

Repeat the question (including question number) and show your answer after each question.

Company Overview

1. Provide a brief history of your organization.
2. What is your company's vision care philosophy?
3. Why should the County consider selecting your organization as its vision plan vendor?
4. Describe any merger/acquisition plans or other major organizational changes under consideration by your company.
5. How many employees are covered by your organization's fully-insured vision plans? How many employees are covered by self-funded vision plans for which you act as administrator (ASO plans)?
6. Of your total current enrollment, how many members are covered under full-service (paid-in-full) plans and how many are covered under discount-only plans?
7. Please describe any features of your organization that distinguish it from your competitors.
8. Provide your most recent financial rating (i.e., Moody's, Best, Standard & Poors, etc.).

9. Describe any current or pending litigation involving your organization.
10. Provide information as to the recent history of increases in your negotiated fees (past 3 years) and your expected percentage fee increases for providers over the next 3 - 5 years.
11. Please describe the steps your organization is taking to comply with the privacy standards imposed by the Health Insurance Portability and Accountability Act (HIPAA).

Accessing Business

12. Are members required to follow a pre-authorization process? Please describe the procedure employees and dependents must follow to access your network.
13. Describe how plan members may obtain information on network providers.
14. Can a member receive an exam from one provider and materials (frames, lenses or contacts) from another provider?
15. At what frequency, and under what conditions, can an employee change providers?

Administration

16. What standard reports are available? Are there additional costs associated with any of these reports? How frequently are these reports available? Provide a sample of each report.
17. Do you provide customized, client-specific reports? If so, what is the additional cost, if any, for such reports?
18. Can you accept eligibility information electronically and/or by magnetic tape?
19. Describe your company's disaster recovery and contingency plans. Have you ever tested or actually implemented these plans?
20. Do you accept retroactive eligibility adjustments? If so, for what period of time?

Claims

21. What are your claim processing standards for turnaround time, procedural accuracy and financial accuracy? Provide actual results for the last two (2) years.
22. Describe your internal quality assurance processes for claim administration.

23. What percentage of claims processed by your organization during each of the last two years were for services provided by a network provider?
24. Describe your systems edits for identification of fraudulent claims.
25. Do you agree that the County may periodically perform audits, by an auditor selected by the County, to determine the accuracy of your claims payments and grievance administration for eligible participants? Do you agree to make the County whole financially for any errors identified and, in the event errors are discovered that exceed industry standards, are you agreeable to paying for the cost of such audit?

Customer Service

26. Is there a toll-free number available to answer questions from patients?
27. Describe the structure and staffing of your customer service office, including the number of customer service representatives and the hours of operation.
28. Describe your customer service training program.
29. What information is available to callers via an automated voice response system?
30. Describe your quality assurance or audit program for customer service.
31. Describe the grievance system that will be in place to hear and resolve participant's problems.
32. Describe performance standards for the customer service unit.
33. Do you maintain plan benefits on-line? Can claim processors and customer service representatives view this benefit information on-line?
34. How do you accommodate non-English speaking callers?
35. How do you anticipate the need to hire additional customer service representatives?

Doctor Network and Laboratories

36. What is your selection criteria for providers?
37. Do you require providers to be DPA/TPA certified?
38. What is the standard required amount of malpractice coverage (individual and aggregate)?
39. Please describe your provider credentialing and recredentialing process. Does it meet National Committee for Quality Assurance (NCQA) standards?
40. Do you require all providers to have on-site dispensing capability?
41. How do you monitor provider compliance with policies and protocols?
42. What level of in-network utilization do you project for your vision plan?
43. Are you willing to add providers specifically requested by the County organization?
44. Describe your relationship with optical laboratories.
45. Do you contract with chain stores or retail optical stores? If so, how do you guarantee there will be no disruption of service if one or more of these chain stores were to close?
46. How do you verify the information given by providers applying for network membership?
47. Do you have quality standards for eyewear and optical laboratories?
48. What type of communication/educational services do you offer network providers?
49. Do your providers send annual exam reminders to patients with diabetes?

Plan Information

50. Please describe the coverage available under your proposed plan. Include any exclusions or limitations to that coverage.
51. If the County elects to offer voluntary dependent coverage on a full self-pay basis, describe any limitations, exclusions or special enrollment requirements.

52. What types of frames are available under your plan? Are patients limited to a certain selection?
53. What services do you include in a comprehensive eye exam?
54. Please describe your pricing formula for frames and indicate how many frames are fully covered under your plan. What is the average wholesale price allowance?
55. What type of coverage do you offer for contact lenses? Does your contact lens coverage include disposables?
56. Do you offer any discounts on additional services and eyewear?
57. Do you control the cost of all cosmetic lens options (i.e., tints, coatings, progressives, etc.)? Under your plan, are patients and doctors limited to certain brands or manufacturers? Please specify the cosmetic options for which you control cost.

Customer Satisfaction

58. Do you conduct satisfaction surveys? If so, how frequently and what are the most recent results?
59. Describe the type of information that is addressed in your satisfaction surveys.
60. What is your performance standard for patient satisfaction survey results? What are the most recent results?

Utilization and Management

61. Do you have quality and utilization management programs that meet NCQA standards? If so, please describe.
62. Do you maintain utilization and quality management committees? If so, describe their responsibilities. Do they include optometrists and/or ophthalmologists and how often do they meet?

Network

63. How many contracted MD's and OD's are in your network in:
 - a. San Bernardino County
 - b. Riverside County
 - c. Southern California

64. Can employees and dependents receive both eye exams and eyewear at all of your providers' locations?
65. List the number of contracted MD's and OD's in your network in the following cities:
- a. San Bernardino
 - b. Rancho Cucamonga
 - c. Chino
 - d. Apple Valley
 - e. Barstow
 - f. Colton
 - g. Corona
 - h. Fontana
 - i. Hesperia
 - j. Redlands
 - k. Rialto
 - l. Victorville
 - m. Upland
 - n. Yucaipa
 - o. Yucca Valley
 - p. Ontario
 - q. Twenty-Nine Palms/Morongo
 - r. Needles
66. How many of the above providers did NOT see a patient under your plan last year?
67. Will you guarantee that all of your providers will accept the vision plan benefits as outlined in this RFP?

Administration

68. Do you currently provide vision care services to any large employers in San Bernardino County? If so, what are your five (5) largest accounts?
69. List any other county/government entities in California that utilize your vision care program.
70. Do you currently provide vision care services to any cities or school districts in San Bernardino County? If so, which ones?
71. How many employees would be dedicated to servicing the County of San Bernardino?

- 72. How many total employees are employed by your vision plan?
- 73. Does your program utilize a paperless claims system?
- 74. Will the County receive a detailed report each month documenting: 1) number of services provided to employees, spouses and dependents, 2) average cost of services provided to employees, spouses and dependents, 3) number of claims from contracted vs. non-contracted providers? If not, what reports will be available?
- 75. How is your company licensed in the State of California? Is your company licensed in any other states? If so, please list them.

Performance Standards

- 76. In addition to the performance standards and penalties listed in Exhibit 6, please submit any other performance guarantees that are part of your standard contract and indicate the financial risk attached to each measure.

Implementation

- 77. Indicate your ability to meet an open enrollment period of _____ through _____ if the County should elect a voluntary vision plan for dependents.
- 78. Indicate your ability to provide communication materials, including a description of benefits, exclusions and limitations and provider lists by _____.
- 79. Provide an implementation plan outlining tasks necessary to install program, the timetable and the parties responsible.
- 80. Provide sample enrollment forms, announcement materials and a summary plan description.
- 81. Provide a copy of your proposed contract.

Other

82. Do you have a requirement of a minimum vision change before lenses can be replaced? If so, what is the minimum?
83. Your proposed premiums/fees/estimated claims are to be without commissions. If the inclusion of commissions would not change your proposed premiums/fees/estimated claims as outlined in Exhibits 3A through 3D, indicate what the commissions would be.

EXHIBIT 1

ELIGIBILITY RULES AND CURRENT BENEFITS

Subject to carrier requirements, the County will pay premiums for vision care insurance for General Unit employees in regular positions scheduled at least forty-one (41) hours per pay period. Dependents are not eligible.

Subject to carrier requirements, the County will pay premiums for vision care insurance for Safety Unit employees in regular positions scheduled to work at least forty-one (41) hours per pay period and their eligible dependents. Eligible dependents are spouses and unmarried children under age 19 (under age 24 if full-time students).

Subject to carrier requirements, the County will pay premiums for vision care insurance for Exempt Group employees in regular positions scheduled to work at least forty-one (41) hours per pay period and their eligible dependents. Eligible dependents are spouses and unmarried children under age 19 (under age 24 if full-time students).

Effective July 27, 2002, subject to carrier requirements, the County will pay the premiums for vision care insurance for all newly eligible SBPEA Unit employees in regular positions scheduled to work at least forty-one (41) hours per pay period. Dependents are not eligible.

Copies of the current benefit booklets for General Unit, Safety Unit and Exempt Group employees follow this section. The booklets contain the current eligibility rules and benefits.

EXHIBIT 7 – CENSUS DATA

Census information is provided in Excel format in the attached file. Zip code information should be used for the accessibility study outlined in Exhibit 5. An outline of the data for each group is shown below.

General Unit (General Unit tab) – 13,977 employees

Birthdate – birthdate of employee
Gender – gender of employee
Policy Number – brief description of job type
Coverage Code – enrollment level
Zip Code

Safety Unit (Safety Unit tab) – 1,949 employees

Birthdate – birthdate of employee
Gender – gender of employee
Policy Number – brief description of job type
Coverage Code – enrollment level
Description – brief description of job type
Zip Code

Exempt Group (Exempt Group tab) – 695 employees

Birthdate – birthdate of employee
Gender – gender of employee
Policy Number – brief description of job type
Coverage Code – enrollment level
Description – brief description of job type
Zip Code

EXHIBIT 8 – EMAIL REPLY FORM

Email this completed form by **October 29, 2009** to:

Mr. Rhett Rehage
Human Resources Department
County of San Bernardino
157 West Fifth Street, First Floor
San Bernardino, CA 92415-0440
Email: rrehage@hr.sbcounty.gov

Ms. Linda Pierce
Rael & Letson
378 Vintage Park Drive
Foster City, CA 94404
Email: lindap@rael-letson.com

Re: **County of San Bernardino – Request for Proposal for Vision Care Benefits
RFP HRD 09-001**

We have reviewed the above-referenced Vision RFP:

☐ will be submitting a proposal by **November 3, 2009** for (check all that apply):

- ☐ Self-Insured Vision Benefits
☐ Fully – Insured Vision Benefits

☐ will not be submitting a proposal for the following reasons:

Signature

Name (Printed)

Title

Company

Phone Number

Email Address

EXHIBIT 9
EXCEPTIONS TO RFP FORM

CONTRACTOR NAME _____

ADDRESS _____

Telephone# () _____ Fax # () _____

- ☐ I have reviewed the RFP and General Agreement Terms in their entirety and have the following exceptions: (Please identify and list your exceptions by indicating RFP, the Section or Paragraph number, and Page number, as applicable. Be specific about your objections to content, language, or omissions. Add as many pages as required.)

Name of Authorized Representative _____

Signature of Authorized Representative _____ Date _____

Birthdate	Gender	Policy #	Covrg Cd	Home zip	Count
11/10/1934	F	EXEMPT	1	92377	1
2/23/1938	F	EXEMPT	1	91739	1
6/28/1940	M	EXEMPT	1	91730	1
8/5/1940	M	EXEMPT	2	92346	1
9/5/1940	F	EXEMPT	2	92308	1
2/27/1941	M	EXEMPT	2	93551	1
10/1/1941	M	EXEMPT	2	92373	1
4/3/1942	M	EXEMPT	1	91730	1
8/14/1942	F	EXEMPT	1	91784	1
1/4/1943	F	EXEMPT	1	92506	1
1/13/1943	F	EXEMPT	2	92404	1
2/9/1943	F	EXEMPT	1	92399	1
3/16/1943	M	EXEMPT	2	92508	1
10/6/1943	M	EXEMPT	2	92325	1
2/26/1944	F	EXEMPT	1	92505	1
3/31/1944	M	EXEMPT	2	91701	1
8/11/1944	M	EXEMPT	3	93551	1
12/23/1944	F	EXEMPT	2	92583	1
3/20/1945	M	EXEMPT	1	92397	1
3/30/1945	M	EXEMPT	1	92312	1
11/15/1945	M	EXEMPT	1	92399	1
1/19/1946	M	EXEMPT	1	92308	1
5/19/1946	M	EXEMPT	2	92555	1
5/23/1946	M	EXEMPT	1	90802	1
6/20/1946	F	EXEMPT	2	92399	1
8/7/1946	F	EXEMPT	1	92404	1
9/18/1946	F	EXEMPT	2	92223	1
9/29/1946	F	EXEMPT	1	92555	1
1/19/1947	F	EXEMPT	1	92308	1
3/9/1947	M	EXEMPT	3	92325	1
5/3/1947	M	EXEMPT	3	91762	1
5/20/1947	M	EXEMPT	2	92374	1
5/21/1947	M	EXEMPT	2	92562	1
8/1/1947	M	EXEMPT	2	92307	1
8/7/1947	F	EXEMPT	1	91730	1
8/19/1947	M	EXEMPT	2	92557	1
9/4/1947	M	EXEMPT	1	91784	1
9/7/1947	F	EXEMPT	2	92317	1
9/8/1947	M	EXEMPT	1	92252	1
10/30/1947	M	EXEMPT	1	92223	1
11/6/1947	M	EXEMPT	1	92313	1
11/12/1947	F	EXEMPT	2	92407	1
11/20/1947	M	EXEMPT	1	92407	1
1/8/1948	M	EXEMPT	3	92887	1

2/10/1948	M	EXEMPT	2	92220	1
2/15/1948	M	EXEMPT	3	92507	1
2/26/1948	M	EXEMPT	2	92506	1
3/12/1948	F	EXEMPT	2	92399	1
3/20/1948	M	EXEMPT	1	92223	1
4/15/1948	M	EXEMPT	2	92346	1
6/26/1948	M	EXEMPT	2	92346	1
7/7/1948	M	EXEMPT	2	92399	1
8/10/1948	M	EXEMPT	2	92344	1
8/24/1948	M	EXEMPT	1	92374	1
10/29/1948	M	EXEMPT	3	92346	1
11/19/1948	F	EXEMPT	1	91711	1
11/22/1948	M	EXEMPT	2	92282	1
11/30/1948	F	EXEMPT	1	92373	1
1/1/1949	M	EXEMPT	1	92373	1
1/13/1949	M	EXEMPT	3	92399	1
2/11/1949	F	EXEMPT	1	92346	1
3/10/1949	F	EXEMPT	1	92354	1
3/14/1949	M	EXEMPT	2	92373	1
4/2/1949	M	EXEMPT	1	92308	1
6/23/1949	F	EXEMPT	2	92324	1
6/28/1949	M	EXEMPT	2	92373	1
7/11/1949	F	EXEMPT	3	92373	1
7/12/1949	F	EXEMPT	1	92359	1
7/24/1949	M	EXEMPT	1	92329	1
7/26/1949	F	EXEMPT	1	91709	1
7/29/1949	F	EXEMPT	2	92373	1
9/17/1949	F	EXEMPT	2	92374	1
11/6/1949	F	EXEMPT	1	92313	1
11/10/1949	M	EXEMPT	3	92399	1
11/14/1949	M	EXEMPT	1	92399	1
11/22/1949	M	EXEMPT	2	92320	1
12/17/1949	M	EXEMPT	3	91737	1
12/27/1949	F	EXEMPT	2	92346	1
12/28/1949	F	EXEMPT	1	92503	1
1/9/1950	M	EXEMPT	3	91739	1
2/12/1950	M	EXEMPT	2	98245	1
2/14/1950	F	EXEMPT	2	92392	1
2/20/1950	M	EXEMPT	2	92591	1
3/3/1950	F	EXEMPT	2	92313	1
3/9/1950	F	EXEMPT	1	92346	1
3/30/1950	F	EXEMPT	2	92373	1
5/22/1950	M	EXEMPT	2	92373	1
5/29/1950	F	EXEMPT	1	92407	1
6/17/1950	F	EXEMPT	2	92404	1
7/17/1950	M	EXEMPT	2	92344	1

7/18/1950	F	EXEMPT	1	92335	1
8/25/1950	M	EXEMPT	3	92307	1
9/3/1950	M	EXEMPT	2	92307	1
9/5/1950	F	EXEMPT	1	91701	1
9/20/1950	M	EXEMPT	1	91761	1
10/4/1950	F	EXEMPT	2	91763	1
10/7/1950	M	EXEMPT	2	92373	1
10/15/1950	F	EXEMPT	1	92325	1
10/22/1950	M	EXEMPT	1	92404	1
11/1/1950	F	EXEMPT	1	91737	1
11/22/1950	M	EXEMPT	3	92404	1
3/6/1951	M	EXEMPT	3	92325	1
3/12/1951	F	EXEMPT	1	92324	1
3/30/1951	M	EXEMPT	1	92506	1
4/4/1951	F	EXEMPT	1	92657	1
4/17/1951	F	EXEMPT	2	92405	1
4/27/1951	F	EXEMPT	1	91737	1
5/11/1951	M	EXEMPT	3	92065	1
5/19/1951	F	EXEMPT	2	92373	1
6/27/1951	M	EXEMPT	2	92392	1
7/6/1951	M	EXEMPT	2	92373	1
7/12/1951	F	EXEMPT	2	92345	1
7/16/1951	M	EXEMPT	1	92307	1
7/22/1951	M	EXEMPT	2	92339	1
8/7/1951	F	EXEMPT	1	92284	1
8/7/1951	F	EXEMPT	1	92404	1
8/16/1951	M	EXEMPT	1	92382	1
8/22/1951	F	EXEMPT	1	91739	1
9/6/1951	M	EXEMPT	1	92373	1
9/21/1951	M	EXEMPT	3	92346	1
10/2/1951	M	EXEMPT	2	92555	1
10/15/1951	F	EXEMPT	1	90740	1
11/21/1951	F	EXEMPT	2	92335	1
11/25/1951	M	EXEMPT	3	92346	1
11/30/1951	M	EXEMPT	1	91030	1
11/30/1951	M	EXEMPT	2	92307	1
12/9/1951	M	EXEMPT	3	92374	1
12/30/1951	M	EXEMPT	3	91708	1
1/4/1952	F	EXEMPT	3	92620	1
2/23/1952	F	EXEMPT	1	91105	1
3/17/1952	M	EXEMPT	1	92354	1
3/21/1952	M	EXEMPT	1	92325	1
3/27/1952	M	EXEMPT	3	91006	1
5/20/1952	M	EXEMPT	2	92501	1
6/13/1952	M	EXEMPT	1	92399	1
6/26/1952	M	EXEMPT	2	92346	1

7/5/1952	F	EXEMPT	2	92307	1
7/12/1952	M	EXEMPT	1	92393	1
7/20/1952	F	EXEMPT	2	92337	1
7/21/1952	F	EXEMPT	1	92399	1
7/28/1952	M	EXEMPT	1	92336	1
8/1/1952	F	EXEMPT	2	92407	1
8/21/1952	F	EXEMPT	1	92407	1
8/25/1952	M	EXEMPT	2	92346	1
8/29/1952	M	EXEMPT	1	91730	1
9/4/1952	M	EXEMPT	2	92329	1
9/8/1952	M	EXEMPT	2	92373	1
9/14/1952	M	EXEMPT	1	92317	1
9/23/1952	F	EXEMPT	3	92551	1
9/28/1952	M	EXEMPT	3	92307	1
10/7/1952	M	EXEMPT	1	92346	1
10/9/1952	M	EXEMPT	2	92346	1
11/10/1952	M	EXEMPT	1	92506	1
11/15/1952	F	EXEMPT	3	91711	1
11/22/1952	F	EXEMPT	2	92504	1
11/25/1952	F	EXEMPT	3	92373	1
11/26/1952	F	EXEMPT	3	91709	1
11/28/1952	F	EXEMPT	2	92506	1
1/1/1953	F	EXEMPT	2	92399	1
1/2/1953	M	EXEMPT	2	92407	1
1/7/1953	F	EXEMPT	1	92346	1
1/29/1953	M	EXEMPT	2	92313	1
2/6/1953	F	EXEMPT	2	92376	1
2/7/1953	F	EXEMPT	1	92395	1
3/18/1953	F	EXEMPT	1	92325	1
3/20/1953	F	EXEMPT	1	92354	1
3/31/1953	F	EXEMPT	1	92329	1
4/5/1953	M	EXEMPT	3	92307	1
4/10/1953	M	EXEMPT	1	92373	1
4/23/1953	F	EXEMPT	3	92346	1
5/2/1953	M	EXEMPT	3	92346	1
5/20/1953	M	EXEMPT	1	92374	1
5/22/1953	F	EXEMPT	1	91786	1
5/24/1953	M	EXEMPT	2	92344	1
7/6/1953	F	EXEMPT	2	91730	1
7/12/1953	F	EXEMPT	1	92399	1
8/24/1953	M	EXEMPT	3	92315	1
8/28/1953	F	EXEMPT	2	92377	1
9/19/1953	M	EXEMPT	3	92395	1
10/5/1953	F	EXEMPT	1	91710	1
10/14/1953	F	EXEMPT	1	92507	1
10/28/1953	F	EXEMPT	2	91784	1

11/22/1953	F	EXEMPT	1	92394	1
11/22/1953	F	EXEMPT	1	92407	1
12/28/1953	F	EXEMPT	2	92346	1
1/16/1954	F	EXEMPT	1	92373	1
2/18/1954	F	EXEMPT	3	92399	1
3/10/1954	F	EXEMPT	1	92404	1
4/2/1954	M	EXEMPT	3	92407	1
4/29/1954	F	EXEMPT	3	92243	1
5/8/1954	F	EXEMPT	2	92325	1
5/10/1954	M	EXEMPT	2	92284	1
5/20/1954	M	EXEMPT	2	92373	1
5/28/1954	M	EXEMPT	3	92886	1
6/8/1954	M	EXEMPT	3	92307	1
7/4/1954	M	EXEMPT	3	92371	1
7/20/1954	F	EXEMPT	1	92411	1
7/20/1954	M	EXEMPT	3	92592	1
7/30/1954	F	EXEMPT	2	92373	1
8/2/1954	F	EXEMPT	1	92346	1
8/5/1954	F	EXEMPT	2	91711	1
8/16/1954	M	EXEMPT	2	92373	1
8/25/1954	F	EXEMPT	1	92399	1
8/27/1954	M	EXEMPT	3	92399	1
9/13/1954	F	EXEMPT	1	92405	1
9/19/1954	F	EXEMPT	2	92346	1
9/22/1954	F	EXEMPT	2	91784	1
10/14/1954	M	EXEMPT	2	92373	1
10/19/1954	F	EXEMPT	2	91730	1
11/28/1954	F	EXEMPT	1	92506	1
11/29/1954	F	EXEMPT	3	92395	1
12/8/1954	M	EXEMPT	2	92399	1
12/10/1954	M	EXEMPT	3	92352	1
12/14/1954	F	EXEMPT	1	92392	1
12/22/1954	F	EXEMPT	2	92307	1
1/22/1955	F	EXEMPT	2	92336	1
3/1/1955	M	EXEMPT	2	91784	1
3/5/1955	M	EXEMPT	1	92346	1
3/15/1955	F	EXEMPT	1	92346	1
3/23/1955	F	EXEMPT	3	91701	1
3/27/1955	F	EXEMPT	1	92377	1
4/10/1955	F	EXEMPT	3	92405	1
4/18/1955	F	EXEMPT	2	92373	1
4/23/1955	M	EXEMPT	1	92346	1
5/8/1955	F	EXEMPT	1	92345	1
5/16/1955	M	EXEMPT	2	92399	1
5/18/1955	M	EXEMPT	2	95762	1
6/3/1955	F	EXEMPT	2	92509	1

6/16/1955	F	EXEMPT	3	92557	1
6/29/1955	M	EXEMPT	1	92307	1
7/1/1955	F	EXEMPT	3	91701	1
7/8/1955	F	EXEMPT	3	92376	1
7/25/1955	F	EXEMPT	2	92392	1
7/29/1955	F	EXEMPT	3	92336	1
8/14/1955	F	EXEMPT	3	92503	1
8/18/1955	M	EXEMPT	2	92407	1
8/26/1955	F	EXEMPT	1	92407	1
9/25/1955	F	EXEMPT	2	92336	1
10/15/1955	F	EXEMPT	2	92324	1
10/23/1955	M	EXEMPT	1	91701	1
11/7/1955	M	EXEMPT	3	92346	1
11/12/1955	M	EXEMPT	3	91206	1
12/4/1955	F	EXEMPT	3	92346	1
12/5/1955	M	EXEMPT	1	92371	1
12/11/1955	F	EXEMPT	1	92408	1
12/12/1955	F	EXEMPT	1	92399	1
12/27/1955	M	EXEMPT	2	92404	1
1/2/1956	F	EXEMPT	1	91709	1
2/5/1956	M	EXEMPT	3	92410	1
3/8/1956	F	EXEMPT	3	92329	1
3/28/1956	F	EXEMPT	1	91750	1
4/8/1956	M	EXEMPT	2	92373	1
5/4/1956	F	EXEMPT	2	92308	1
5/15/1956	M	EXEMPT	2	92346	1
5/25/1956	F	EXEMPT	3	92325	1
6/6/1956	F	EXEMPT	1	92345	1
6/8/1956	F	EXEMPT	1	92373	1
6/26/1956	F	EXEMPT	1	92504	1
6/29/1956	F	EXEMPT	3	92504	1
7/8/1956	F	EXEMPT	3	92544	1
8/9/1956	M	EXEMPT	2	92374	1
8/17/1956	F	EXEMPT	3	92503	1
8/22/1956	F	EXEMPT	2	92344	1
8/23/1956	F	EXEMPT	2	92399	1
8/29/1956	F	EXEMPT	2	92313	1
8/29/1956	F	EXEMPT	3	92346	1
9/3/1956	M	EXEMPT	3	92399	1
9/23/1956	F	EXEMPT	1	92516	1
11/6/1956	F	EXEMPT	3	92399	1
11/18/1956	F	EXEMPT	1	91709	1
11/18/1956	M	EXEMPT	3	92346	1
11/25/1956	M	EXEMPT	3	92382	1
12/15/1956	M	EXEMPT	2	92346	1
12/18/1956	F	EXEMPT	3	92346	1

1/8/1957	M	EXEMPT	2	92399	1
1/13/1957	F	EXEMPT	3	92407	1
1/21/1957	M	EXEMPT	3	92346	1
1/31/1957	F	EXEMPT	2	92373	1
2/13/1957	F	EXEMPT	1	92220	1
2/24/1957	M	EXEMPT	3	92346	1
3/17/1957	M	EXEMPT	2	92307	1
3/20/1957	F	EXEMPT	1	92346	1
4/28/1957	F	EXEMPT	3	91711	1
5/27/1957	M	EXEMPT	3	92405	1
6/20/1957	M	EXEMPT	1	92317	1
7/3/1957	M	EXEMPT	3	92308	1
7/7/1957	F	EXEMPT	1	92571	1
7/13/1957	F	EXEMPT	2	92307	1
7/18/1957	M	EXEMPT	2	92277	1
7/21/1957	F	EXEMPT	2	92374	1
7/29/1957	M	EXEMPT	2	92395	1
8/5/1957	M	EXEMPT	3	92374	1
8/10/1957	M	EXEMPT	3	92307	1
8/19/1957	M	EXEMPT	3	92407	1
9/5/1957	F	EXEMPT	1	92373	1
9/5/1957	M	EXEMPT	1	92374	1
9/11/1957	F	EXEMPT	3	92346	1
9/11/1957	M	EXEMPT	1	92373	1
10/1/1957	M	EXEMPT	3	91750	1
10/11/1957	M	EXEMPT	2	92307	1
10/29/1957	M	EXEMPT	2	92382	1
11/10/1957	F	EXEMPT	3	92346	1
11/12/1957	M	EXEMPT	1	92399	1
11/19/1957	F	EXEMPT	1	92404	1
12/5/1957	F	EXEMPT	1	92373	1
12/11/1957	F	EXEMPT	1	92878	1
1/11/1958	F	EXEMPT	3	91701	1
1/24/1958	F	EXEMPT	2	92395	1
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2/15/1958	F	EXEMPT	3	92399	1
3/4/1958	M	EXEMPT	2	91104	1
3/4/1958	M	EXEMPT	2	92508	1
3/19/1958	M	EXEMPT	3	92584	1
3/24/1958	F	EXEMPT	1	92404	1
3/29/1958	F	EXEMPT	3	92807	1
4/19/1958	M	EXEMPT	3	92399	1
5/20/1958	F	EXEMPT	2	92399	1
6/15/1958	F	EXEMPT	2	92352	1
6/19/1958	M	EXEMPT	2	92397	1
7/17/1958	F	EXEMPT	3	92344	1

8/20/1958	F	EXEMPT	3	92346	1
8/26/1958	M	EXEMPT	1	91737	1
8/28/1958	M	EXEMPT	1	92395	1
8/30/1958	F	EXEMPT	1	91741	1
9/16/1958	F	EXEMPT	2	92373	1
10/9/1958	F	EXEMPT	2	91730	1
11/11/1958	F	EXEMPT	1	92346	1
11/12/1958	F	EXEMPT	3	92407	1
11/21/1958	M	EXEMPT	3	92399	1
11/24/1958	F	EXEMPT	2	92346	1
11/30/1958	F	EXEMPT	2	92346	1
12/7/1958	F	EXEMPT	2	92345	1
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12/30/1958	F	EXEMPT	2	92399	1
12/31/1958	F	EXEMPT	2	92376	1
1/10/1959	M	EXEMPT	3	92262	1
1/14/1959	M	EXEMPT	3	92307	1
1/17/1959	M	EXEMPT	2	92322	1
1/19/1959	F	EXEMPT	3	92346	1
1/22/1959	F	EXEMPT	3	92399	1
2/12/1959	M	EXEMPT	1	92395	1
2/20/1959	M	EXEMPT	1	92397	1
3/14/1959	M	EXEMPT	2	92345	1
3/24/1959	F	EXEMPT	3	92346	1
4/4/1959	F	EXEMPT	3	92346	1
4/25/1959	F	EXEMPT	3	91737	1
5/19/1959	F	EXEMPT	3	92346	1
6/28/1959	M	EXEMPT	3	92395	1
7/5/1959	F	EXEMPT	1	92345	1
7/8/1959	F	EXEMPT	3	92344	1
7/10/1959	M	EXEMPT	3	92352	1
7/17/1959	M	EXEMPT	1	92395	1
7/17/1959	M	EXEMPT	3	92395	1
7/18/1959	F	EXEMPT	1	91701	1
7/30/1959	M	EXEMPT	1	91607	1
8/29/1959	M	EXEMPT	2	92252	1
9/12/1959	M	EXEMPT	3	92399	1
10/12/1959	M	EXEMPT	2	92395	1
11/13/1959	F	EXEMPT	1	92346	1
11/29/1959	M	EXEMPT	1	91701	1
1/3/1960	F	EXEMPT	2	92407	1
1/9/1960	M	EXEMPT	3	92882	1
1/25/1960	M	EXEMPT	3	92346	1
2/8/1960	F	EXEMPT	2	92399	1
2/18/1960	F	EXEMPT	1	92647	1
2/22/1960	F	EXEMPT	2	92345	1

3/10/1960	M	EXEMPT	3	92352	1
3/13/1960	M	EXEMPT	1	92346	1
3/20/1960	F	EXEMPT	1	92314	1
3/22/1960	M	EXEMPT	3	92399	1
4/17/1960	M	EXEMPT	2	85901	1
4/24/1960	M	EXEMPT	3	92557	1
4/27/1960	F	EXEMPT	1	92881	1
4/27/1960	M	EXEMPT	3	92307	1
5/31/1960	F	EXEMPT	3	92399	1
6/5/1960	F	EXEMPT	1	92504	1
7/12/1960	F	EXEMPT	2	92505	1
7/13/1960	M	EXEMPT	3	92553	1
7/16/1960	F	EXEMPT	3	92346	1
7/16/1960	M	EXEMPT	1	92507	1
7/31/1960	F	EXEMPT	3	92346	1
8/2/1960	M	EXEMPT	1	92882	1
8/18/1960	M	EXEMPT	3	92352	1
8/21/1960	M	EXEMPT	3	92307	1
8/30/1960	M	EXEMPT	2	92223	1
8/31/1960	M	EXEMPT	2	92345	1
9/26/1960	M	EXEMPT	3	92346	1
10/5/1960	F	EXEMPT	3	92399	1
10/14/1960	F	EXEMPT	3	92399	1
10/18/1960	M	EXEMPT	3	92345	1
10/19/1960	F	EXEMPT	1	92883	1
10/23/1960	M	EXEMPT	2	92374	1
11/1/1960	M	EXEMPT	3	92508	1
11/2/1960	M	EXEMPT	1	92315	1
11/8/1960	F	EXEMPT	3	92410	1
12/1/1960	F	EXEMPT	3	92336	1
12/18/1960	M	EXEMPT	2	92374	1
12/24/1960	F	EXEMPT	1	92373	1
1/27/1961	M	EXEMPT	3	92317	1
1/28/1961	F	EXEMPT	1	91739	1
2/4/1961	M	EXEMPT	3	91784	1
3/27/1961	F	EXEMPT	2	92336	1
4/7/1961	F	EXEMPT	2	92344	1
5/9/1961	F	EXEMPT	3	92346	1
6/22/1961	F	EXEMPT	1	92352	1
6/22/1961	F	EXEMPT	3	92407	1
7/13/1961	F	EXEMPT	2	92582	1
7/22/1961	F	EXEMPT	2	92407	1
8/9/1961	M	EXEMPT	1	92373	1
8/11/1961	F	EXEMPT	2	92374	1
8/16/1961	F	EXEMPT	1	92346	1
8/26/1961	F	EXEMPT	3	92374	1

9/8/1961	F	EXEMPT	3	92506	1
9/22/1961	F	EXEMPT	1	92506	1
10/1/1961	F	EXEMPT	1	92504	1
10/3/1961	F	EXEMPT	1	92346	1
10/13/1961	F	EXEMPT	1	91786	1
11/7/1961	M	EXEMPT	3	92399	1
11/17/1961	F	EXEMPT	2	92408	1
11/28/1961	F	EXEMPT	3	92592	1
12/4/1961	M	EXEMPT	3	92373	1
12/20/1961	F	EXEMPT	3	92509	1
12/23/1961	M	EXEMPT	1	92345	1
1/6/1962	M	EXEMPT	2	92392	1
1/15/1962	M	EXEMPT	3	92345	1
1/16/1962	F	EXEMPT	3	92507	1
1/26/1962	F	EXEMPT	2	92313	1
1/28/1962	F	EXEMPT	3	92404	1
1/29/1962	M	EXEMPT	1	92374	1
1/30/1962	M	EXEMPT	1	92220	1
3/17/1962	F	EXEMPT	2	92352	1
3/23/1962	M	EXEMPT	3	92373	1
3/31/1962	M	EXEMPT	2	92223	1
4/17/1962	M	EXEMPT	2	92314	1
5/9/1962	F	EXEMPT	2	92404	1
5/11/1962	M	EXEMPT	3	92397	1
6/6/1962	M	EXEMPT	1	92544	1
6/18/1962	M	EXEMPT	2	91701	1
7/21/1962	M	EXEMPT	3	92399	1
8/14/1962	F	EXEMPT	2	92557	1
8/15/1962	F	EXEMPT	1	92399	1
8/25/1962	F	EXEMPT	1	92346	1
8/30/1962	F	EXEMPT	3	92508	1
9/2/1962	F	EXEMPT	3	91007	1
9/17/1962	F	EXEMPT	3	92399	1
9/18/1962	M	EXEMPT	3	92506	1
10/6/1962	M	EXEMPT	3	91739	1
10/23/1962	F	EXEMPT	3	92344	1
10/24/1962	F	EXEMPT	3	92399	1
10/28/1962	F	EXEMPT	1	91737	1
11/12/1962	M	EXEMPT	1	91786	1
11/13/1962	M	EXEMPT	1	92374	1
12/16/1962	F	EXEMPT	3	92301	1
12/19/1962	M	EXEMPT	3	92344	1
1/10/1963	M	EXEMPT	3	92394	1
2/2/1963	M	EXEMPT	3	92411	1
2/15/1963	F	EXEMPT	3	92407	1
2/23/1963	F	EXEMPT	3	91709	1

3/28/1963	F	EXEMPT	3	92223	1
3/29/1963	F	EXEMPT	1	92399	1
4/18/1963	F	EXEMPT	1	92860	1
4/23/1963	M	EXEMPT	3	92371	1
5/17/1963	M	EXEMPT	3	92407	1
6/1/1963	M	EXEMPT	3	92346	1
6/7/1963	F	EXEMPT	1	91709	1
6/24/1963	F	EXEMPT	3	92506	1
6/28/1963	M	EXEMPT	3	91750	1
7/6/1963	M	EXEMPT	1	92374	1
7/19/1963	F	EXEMPT	1	91722	1
7/24/1963	F	EXEMPT	3	92405	1
8/17/1963	F	EXEMPT	1	92346	1
8/18/1963	F	EXEMPT	1	92507	1
8/18/1963	M	EXEMPT	3	92307	1
8/21/1963	F	EXEMPT	2	92382	1
9/6/1963	M	EXEMPT	3	92344	1
9/6/1963	M	EXEMPT	3	92346	1
9/17/1963	M	EXEMPT	1	91711	1
9/27/1963	M	EXEMPT	3	92352	1
10/26/1963	M	EXEMPT	1	91739	1
11/12/1963	F	EXEMPT	1	92223	1
11/15/1963	M	EXEMPT	2	92412	1
11/21/1963	F	EXEMPT	3	92346	1
12/3/1963	F	EXEMPT	3	92393	1
12/7/1963	M	EXEMPT	3	92371	1
12/26/1963	F	EXEMPT	3	92342	1
1/4/1964	F	EXEMPT	3	92508	1
2/2/1964	F	EXEMPT	3	92336	1
2/7/1964	M	EXEMPT	3	92373	1
2/8/1964	M	EXEMPT	2	92386	1
3/1/1964	F	EXEMPT	3	91001	1
3/2/1964	F	EXEMPT	2	92404	1
3/3/1964	M	EXEMPT	3	91701	1
3/13/1964	F	EXEMPT	3	92404	1
4/17/1964	F	EXEMPT	1	92557	1
5/9/1964	M	EXEMPT	3	91737	1
5/25/1964	F	EXEMPT	2	92359	1
5/27/1964	M	EXEMPT	1	92346	1
6/5/1964	F	EXEMPT	1	92359	1
6/8/1964	F	EXEMPT	1	92346	1
6/20/1964	F	EXEMPT	1	92399	1
7/4/1964	M	EXEMPT	3	92504	1
7/19/1964	M	EXEMPT	1	92363	1
9/8/1964	F	EXEMPT	3	92506	1
9/25/1964	F	EXEMPT	3	92399	1

10/2/1964	F	EXEMPT	3	92404	1
11/1/1964	M	EXEMPT	1	92673	1
11/9/1964	M	EXEMPT	3	92346	1
11/30/1964	F	EXEMPT	2	92399	1
12/5/1964	M	EXEMPT	2	92881	1
12/17/1964	F	EXEMPT	2	91763	1
1/13/1965	M	EXEMPT	1	91762	1
2/2/1965	F	EXEMPT	1	92336	1
2/10/1965	F	EXEMPT	1	91786	1
3/21/1965	F	EXEMPT	1	92203	1
4/24/1965	F	EXEMPT	3	92346	1
4/24/1965	F	EXEMPT	3	92407	1
5/10/1965	M	EXEMPT	3	95678	1
5/14/1965	F	EXEMPT	3	92346	1
5/16/1965	F	EXEMPT	1	92374	1
5/24/1965	M	EXEMPT	3	92223	1
5/29/1965	M	EXEMPT	3	92223	1
6/11/1965	F	EXEMPT	3	92688	1
7/6/1965	F	EXEMPT	1	91786	1
8/1/1965	F	EXEMPT	1	92880	1
8/9/1965	M	EXEMPT	3	92392	1
10/7/1965	F	EXEMPT	3	92404	1
10/18/1965	F	EXEMPT	3	92345	1
11/29/1965	M	EXEMPT	3	92346	1
12/4/1965	M	EXEMPT	2	92404	1
12/20/1965	M	EXEMPT	3	92882	1
12/28/1965	F	EXEMPT	2	92407	1
1/2/1966	F	EXEMPT	3	92399	1
1/10/1966	M	EXEMPT	2	91786	1
1/12/1966	F	EXEMPT	3	91762	1
2/5/1966	F	EXEMPT	1	92374	1
2/13/1966	M	EXEMPT	1	91739	1
3/13/1966	M	EXEMPT	3	92346	1
3/24/1966	M	EXEMPT	3	92359	1
6/9/1966	F	EXEMPT	2	92880	1
6/9/1966	M	EXEMPT	3	91709	1
8/19/1966	M	EXEMPT	3	92882	1
8/25/1966	M	EXEMPT	2	92308	1
9/14/1966	M	EXEMPT	1	92346	1
9/16/1966	M	EXEMPT	3	92373	1
9/25/1966	M	EXEMPT	1	92346	1
10/16/1966	F	EXEMPT	3	91752	1
11/13/1966	F	EXEMPT	3	92346	1
3/10/1967	M	EXEMPT	3	92532	1
4/10/1967	F	EXEMPT	2	92373	1
4/10/1967	F	EXEMPT	3	92336	1

6/28/1967	M	EXEMPT	3	92399	1
7/6/1967	F	EXEMPT	3	92346	1
7/15/1967	F	EXEMPT	3	92557	1
7/23/1967	F	EXEMPT	1	92399	1
8/10/1967	M	EXEMPT	2	92397	1
8/17/1967	M	EXEMPT	2	92663	1
9/14/1967	M	EXEMPT	3	92344	1
10/29/1967	F	EXEMPT	1	92411	1
11/16/1967	F	EXEMPT	1	91763	1
12/29/1967	F	EXEMPT	1	92407	1
12/29/1967	M	EXEMPT	3	91709	1
12/30/1967	F	EXEMPT	1	91701	1
1/7/1968	F	EXEMPT	3	92346	1
1/30/1968	F	EXEMPT	1	92346	1
2/4/1968	F	EXEMPT	3	92407	1
2/25/1968	F	EXEMPT	2	92374	1
3/5/1968	F	EXEMPT	1	92860	1
3/13/1968	F	EXEMPT	3	92506	1
4/11/1968	F	EXEMPT	1	92313	1
5/2/1968	M	EXEMPT	3	92359	1
5/25/1968	F	EXEMPT	2	91761	1
5/30/1968	F	EXEMPT	3	92399	1
6/10/1968	M	EXEMPT	1	92336	1
7/8/1968	M	EXEMPT	2	92882	1
8/23/1968	M	EXEMPT	1	92407	1
8/30/1968	M	EXEMPT	1	91739	1
9/2/1968	F	EXEMPT	3	92359	1
10/15/1968	F	EXEMPT	2	92324	1
12/15/1968	M	EXEMPT	3	91711	1
1/7/1969	M	EXEMPT	3	92223	1
1/23/1969	M	EXEMPT	3	92307	1
2/1/1969	M	EXEMPT	2	92562	1
2/5/1969	F	EXEMPT	3	92557	1
2/9/1969	M	EXEMPT	1	91709	1
2/16/1969	F	EXEMPT	1	91711	1
3/21/1969	M	EXEMPT	2	92308	1
4/11/1969	F	EXEMPT	3	92336	1
5/27/1969	M	EXEMPT	3	92346	1
7/30/1969	F	EXEMPT	2	92223	1
7/30/1969	F	EXEMPT	3	92346	1
8/17/1969	F	EXEMPT	2	92395	1
8/28/1969	F	EXEMPT	3	92392	1
11/17/1969	M	EXEMPT	3	91709	1
12/23/1969	M	EXEMPT	3	92220	1
1/23/1970	F	EXEMPT	3	92308	1
1/30/1970	F	EXEMPT	1	91701	1

4/13/1970	M	EXEMPT	3	91711	1
5/21/1970	M	EXEMPT	3	91709	1
6/7/1970	F	EXEMPT	3	92373	1
6/17/1970	M	EXEMPT	3	92591	1
6/25/1970	F	EXEMPT	3	91763	1
7/16/1970	F	EXEMPT	1	92881	1
8/5/1970	F	EXEMPT	1	92404	1
8/7/1970	M	EXEMPT	2	91709	1
8/24/1970	M	EXEMPT	1	92324	1
9/19/1970	F	EXEMPT	3	92345	1
10/16/1970	F	EXEMPT	3	92404	1
1/28/1971	F	EXEMPT	3	92313	1
2/7/1971	F	EXEMPT	1	92346	1
4/8/1971	M	EXEMPT	1	92407	1
4/21/1971	F	EXEMPT	2	92374	1
5/1/1971	F	EXEMPT	3	92346	1
5/3/1971	M	EXEMPT	1	91739	1
5/12/1971	M	EXEMPT	3	91701	1
5/20/1971	F	EXEMPT	1	90032	1
6/28/1971	F	EXEMPT	3	92407	1
7/23/1971	F	EXEMPT	1	92394	1
7/31/1971	F	EXEMPT	2	92346	1
9/19/1971	F	EXEMPT	3	92346	1
10/1/1971	M	EXEMPT	2	92344	1
10/4/1971	M	EXEMPT	3	92373	1
11/3/1971	M	EXEMPT	1	91701	1
1/20/1972	F	EXEMPT	3	91730	1
3/15/1972	M	EXEMPT	3	92404	1
4/26/1972	F	EXEMPT	3	92377	1
5/14/1972	M	EXEMPT	3	92313	1
5/20/1972	M	EXEMPT	3	92374	1
5/24/1972	F	EXEMPT	1	92377	1
7/17/1972	M	EXEMPT	3	92313	1
9/9/1972	M	EXEMPT	3	92373	1
9/12/1972	F	EXEMPT	3	92399	1
9/18/1972	M	EXEMPT	1	92507	1
9/27/1972	F	EXEMPT	3	92371	1
12/4/1972	F	EXEMPT	1	92223	1
12/24/1972	F	EXEMPT	1	91739	1
12/30/1972	F	EXEMPT	3	92392	1
3/7/1973	F	EXEMPT	1	92405	1
6/5/1973	M	EXEMPT	2	92374	1
7/26/1973	F	EXEMPT	3	92336	1
7/30/1973	F	EXEMPT	3	92223	1
8/15/1973	F	EXEMPT	3	92392	1
10/2/1973	M	EXEMPT	2	92505	1

10/11/1973	F	EXEMPT	1	92407	1
11/4/1973	F	EXEMPT	1	92346	1
1/11/1974	F	EXEMPT	3	91739	1
2/6/1974	F	EXEMPT	3	92346	1
2/8/1974	F	EXEMPT	3	92407	1
2/19/1974	F	EXEMPT	1	92324	1
4/8/1974	F	EXEMPT	3	92507	1
4/29/1974	M	EXEMPT	1	92506	1
5/2/1974	F	EXEMPT	3	92407	1
5/23/1974	F	EXEMPT	3	92240	1
5/31/1974	F	EXEMPT	2	92596	1
6/15/1974	M	EXEMPT	2	92373	1
8/1/1974	M	EXEMPT	3	92395	1
9/4/1974	M	EXEMPT	2	92344	1
9/12/1974	M	EXEMPT	3	92373	1
11/7/1974	M	EXEMPT	1	92346	1
12/5/1974	F	EXEMPT	3	92562	1
12/16/1974	F	EXEMPT	1	92336	1
3/24/1975	M	EXEMPT	1	92344	1
5/11/1975	M	EXEMPT	1	90640	1
9/14/1975	M	EXEMPT	1	92313	1
9/28/1975	F	EXEMPT	2	92887	1
10/9/1975	F	EXEMPT	1	92336	1
12/29/1975	M	EXEMPT	1	92507	1
3/5/1976	F	EXEMPT	1	92313	1
5/1/1976	M	EXEMPT	3	92392	1
5/30/1976	M	EXEMPT	2	91106	1
8/17/1976	M	EXEMPT	1	92374	1
12/6/1976	F	EXEMPT	2	92399	1
12/14/1976	F	EXEMPT	2	92394	1
4/23/1977	M	EXEMPT	1	92284	1
5/16/1977	F	EXEMPT	3	92354	1
6/22/1977	M	EXEMPT	2	91730	1
10/9/1977	F	EXEMPT	3	92301	1
10/15/1977	M	EXEMPT	2	92354	1
12/17/1977	F	EXEMPT	3	92404	1
5/12/1978	F	EXEMPT	1	92374	1
1/20/1979	F	EXEMPT	3	92223	1
1/30/1979	M	EXEMPT	1	92223	1
6/6/1979	M	EXEMPT	2	92324	1
12/25/1979	F	EXEMPT	3	91763	1
1/24/1980	M	EXEMPT	1	91202	1
11/12/1980	M	EXEMPT	2	92374	1
6/27/1981	M	EXEMPT	1	92313	1
8/17/1981	M	EXEMPT	2	91730	1
9/8/1981	F	EXEMPT	2	91730	1

11/6/1981	F	EXEMPT	1	92324	1
1/6/1982	M	EXEMPT	1	91786	1
2/25/1982	M	EXEMPT	2	91737	1
5/10/1982	F	EXEMPT	1	92404	1
10/4/1982	F	EXEMPT	1	91739	1
7/6/1983	F	EXEMPT	1	91750	1
11/4/1986	M	EXEMPT	1	91730	1

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coverage code 1= employee only

coverage code 2= employee + 1

coverage code 3= employee + 2 or more